

**REMARKS**

New claims 24 through 44 are presented for examination. All other claims have been canceled. Applicants respectfully submit that these new claims recite several limitations that are not found in any combination of the applied references. New claim 31, for example, recites a "content frame" and an "automated support frame," both of which were discussed in the telephone interview. Claims 38-44 address the movement of data between these frames, live help sessions, and automated help sessions. Applicants submit that these and other claim features are novel and non-obvious.

Regarding the information disclosure statement filed on November 8, 2001, Applicants will resubmit the *Brader* reference. Based upon the returned SB/08 form, however, the Examiner appears to have considered all other references except *Brader*.

**CONCLUSION**

In view of the foregoing, Applicants respectfully submit that no further impediments exist to the allowance of this application and, therefore, solicit an indication of allowability. However, the Examiner is requested to call the undersigned if any question or comments arise.

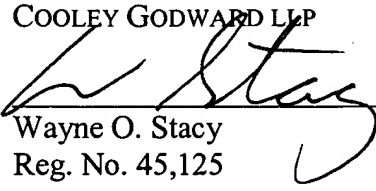
The Commissioner is hereby authorized to charge any appropriate fees under 37 C.F.R. §§1.16, 1.17, and 1.21 that may be required by this paper, and to credit any overpayment, to Deposit Account No. 50-1283.

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Respectfully submitted,

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